

ABSTRACT OF THE DISCLOSURE

Methods and systems are provided for call center screening that enable a network service provider to dynamically control service request traffic directed to selected service centers. An Advanced Intelligent Network (AIN) service is configured to intercept calls originating from calling parties and directed to trigger numbers designated for processing predetermined service requests. Depending upon the trigger number, the AIN may play an announcement asking a calling party to designate the service requested. Following a calling party's valid response, a second announcement is played asking the calling party to select the type of service associated with the first response. Depending upon the calling party's responses and calling party's location, the AIN may route the call to selected service centers, in order to control the traffic to overloaded service centers.